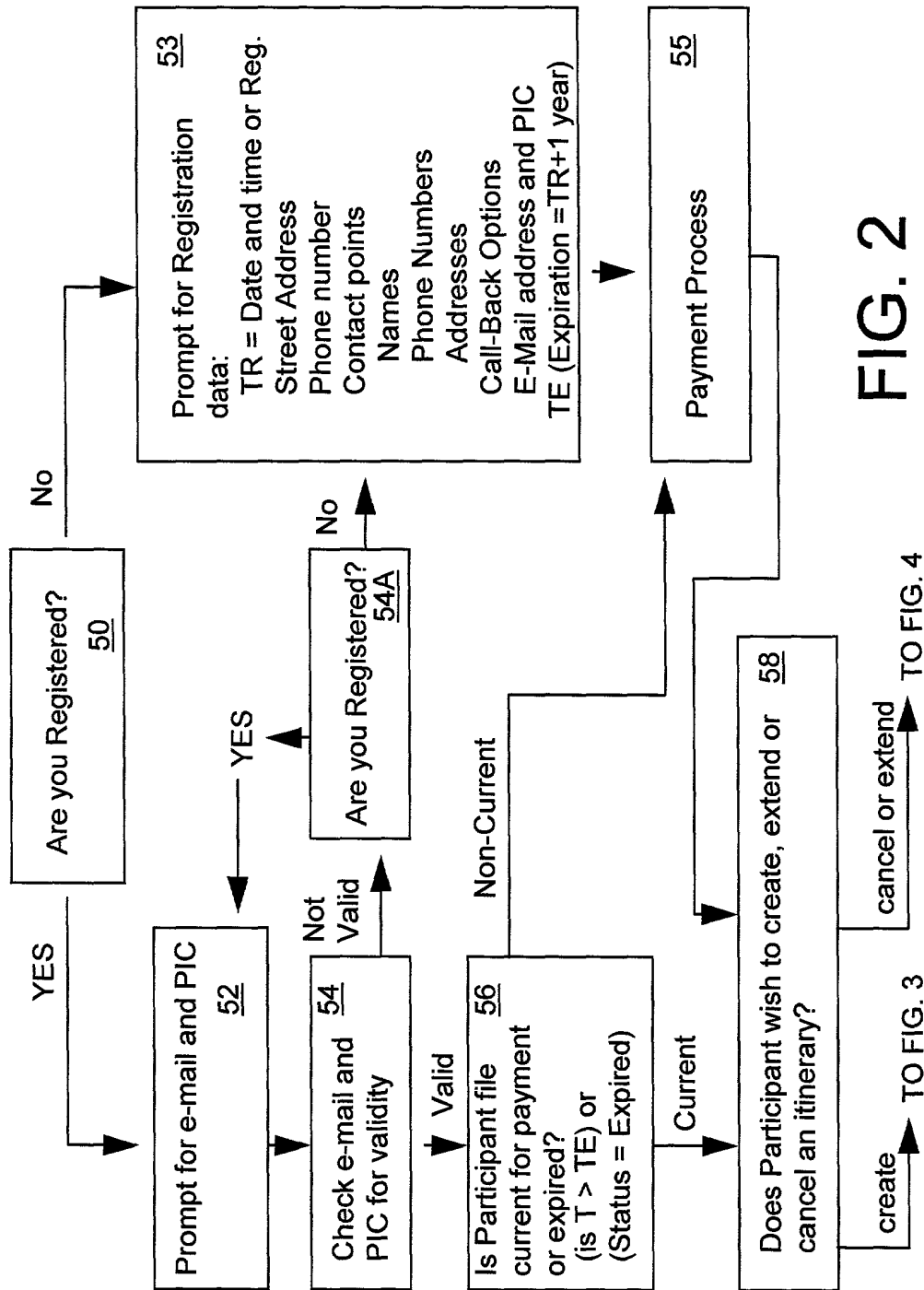


FIG. 1



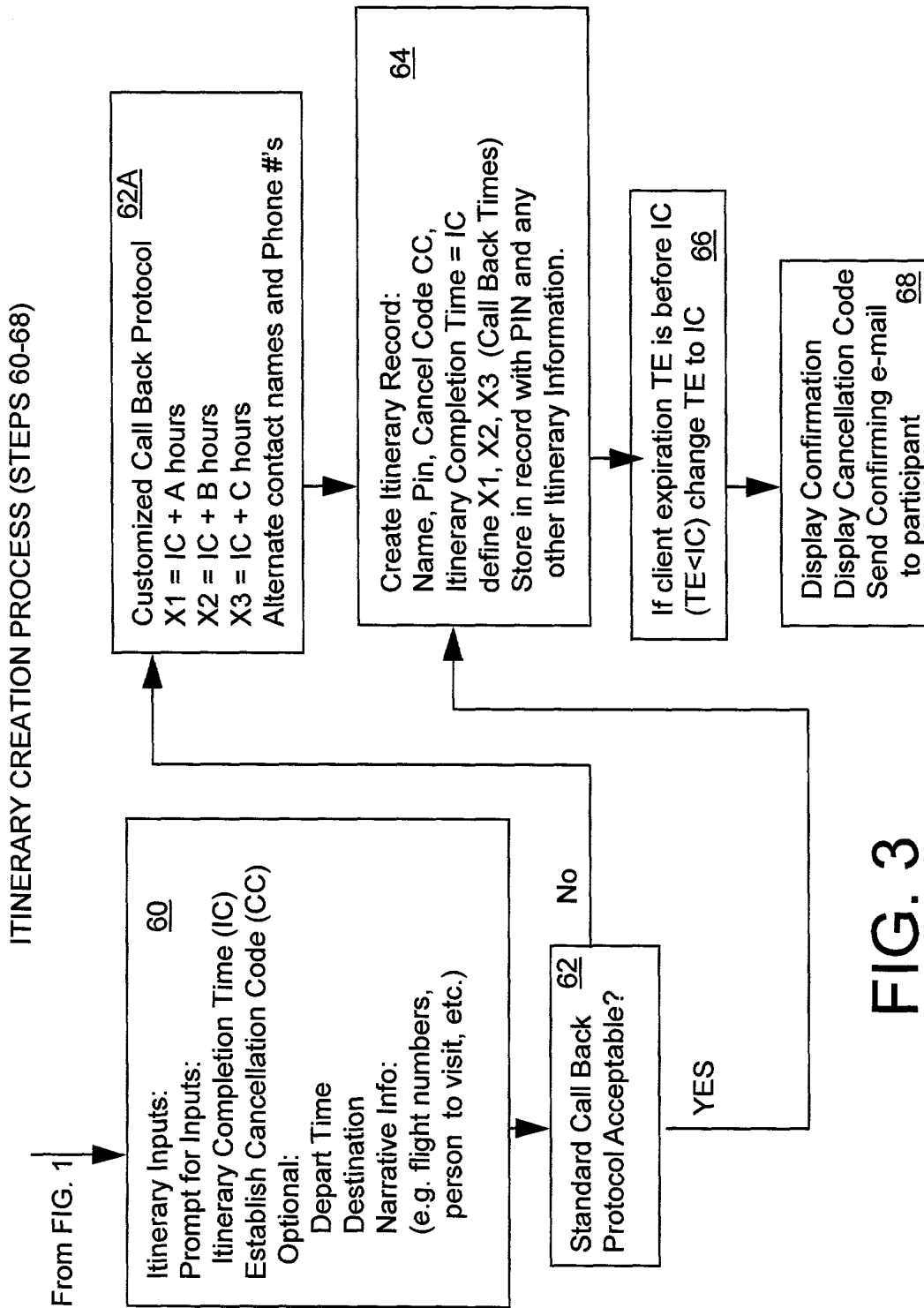


FIG. 3

# ITINERARY CANCELLATION or EXTENSION PROCESS (STEPS 70A - 72):

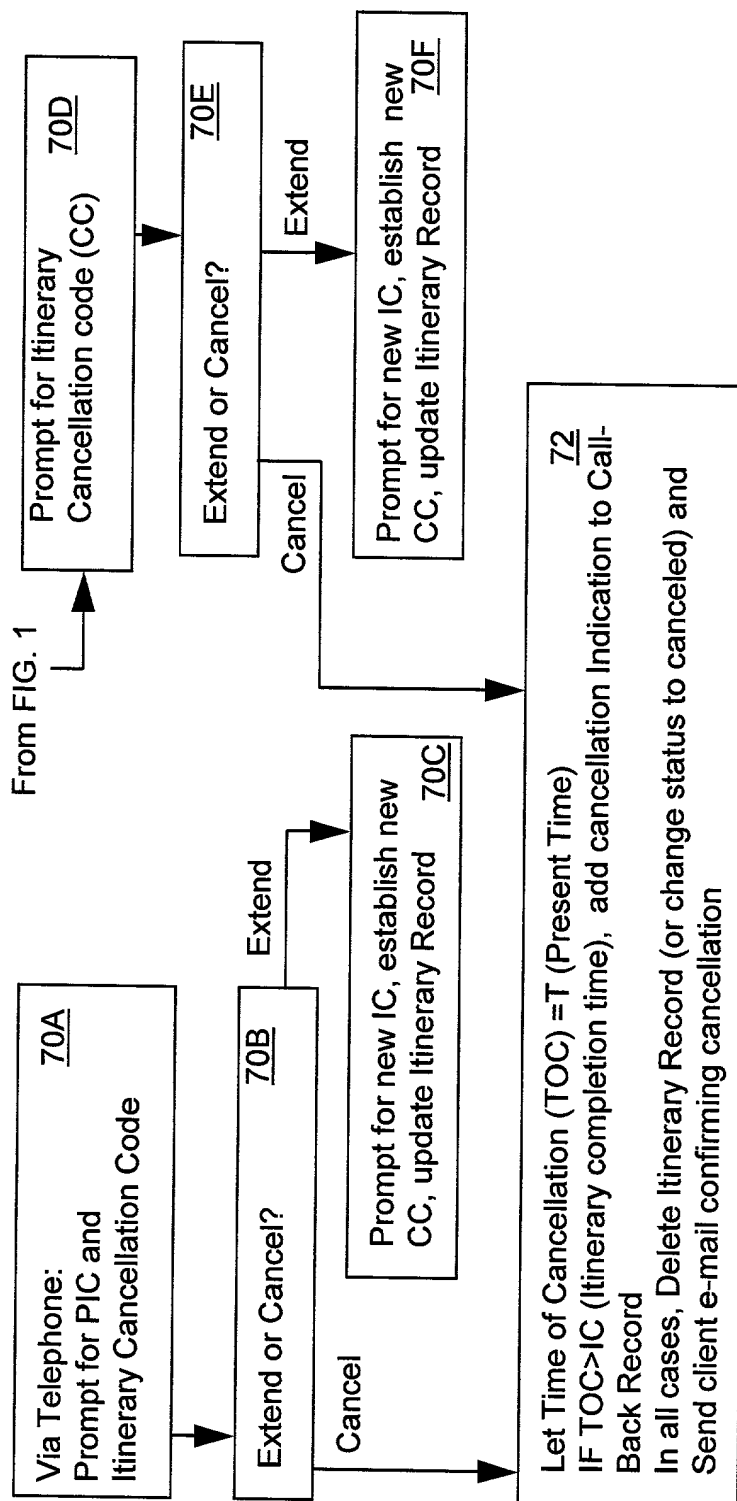


FIG. 4

# ITINERARY MONITORING AND CALL-BACK RECORD CREATION PROCESS (STEP 80):

FOR Each (Active) Itinerary Record in Itinerary File 80  
If T (present time) < IC (Itinerary completion time, Go to next record  
If T > IC, update payment status in registration record to non-current and create Call Back Record and send it to call back process

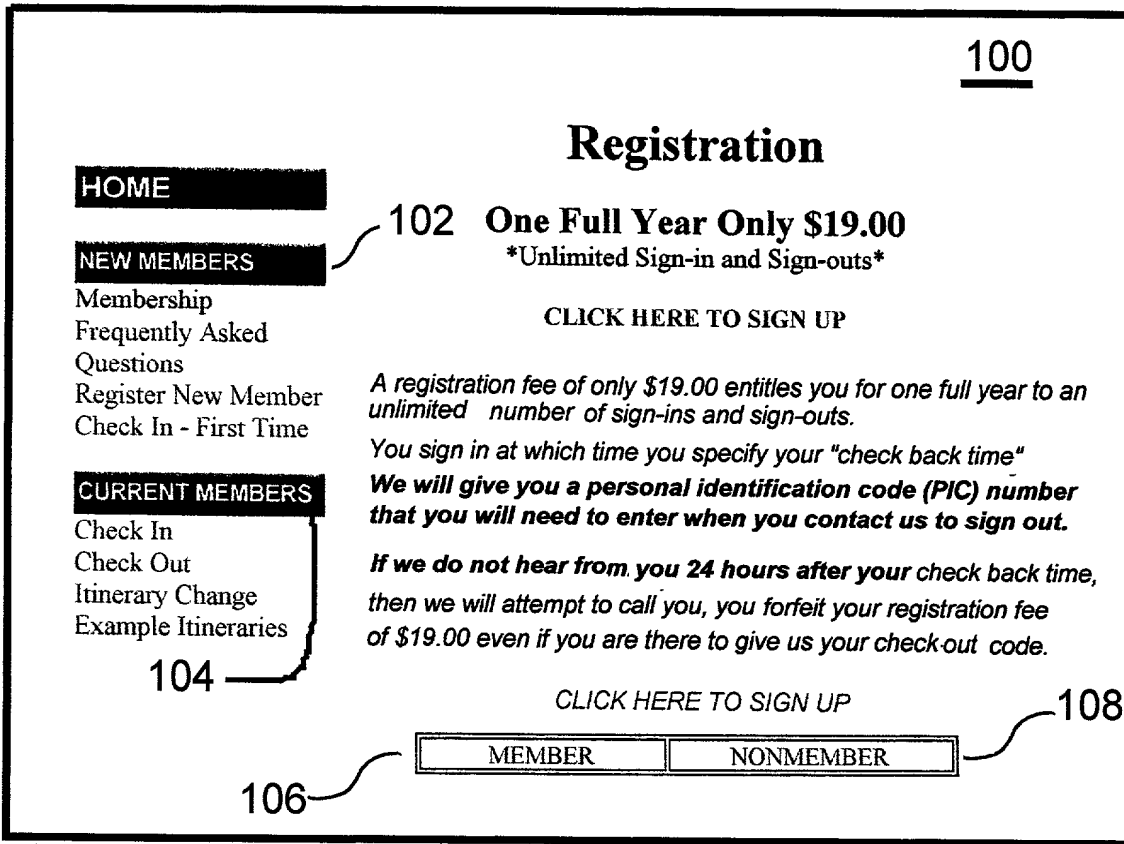
## CALL-BACK PROCESS (STEPS 90-94):

FOR EACH CALL BACK 90  
RECORD:  
If T > X1 and no cancellation indication exists prompt Phone Call. Input Cancellation if participant confirms

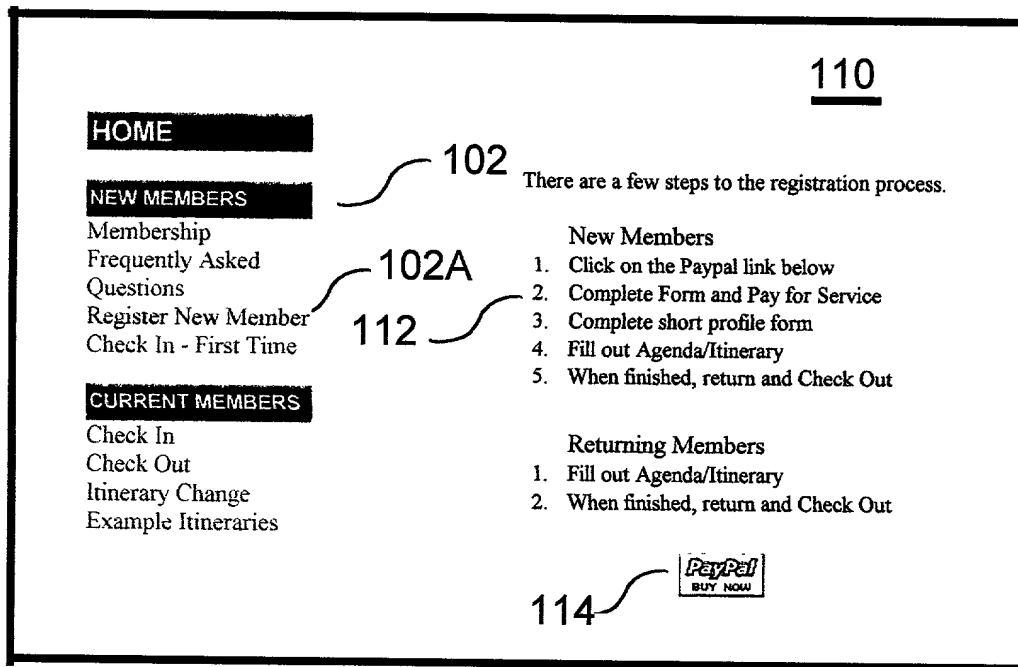
IF T > X2 AND IF 92  
No Cancellation indication exists:  
Prompt Phone Call 2, Input cancellation if participant confirms

IF T > X3 AND IF NO Cancellation indication exists:  
Prompt Phone Call 3, Input cancellation if client confirms  
Create Cancellation Failure Record if cancellation is not confirmed  
Send Cancellation Failure Record 94 to server

FIG. 5



**FIG. 6**



**FIG. 7**

**120**

**HOME**

**NEW MEMBERS**

Membership  
Frequently Asked  
Questions  
Register New Member  
Check In - First Time

**CURRENT MEMBERS**

Check In  
Check Out  
Itinerary Change  
Example Itineraries

**102**

Paypal Email:

Departure Time:  Time:  Date: Mn-  Day   
Year

Destination:

Return Time:  Time:  Date: Mn-  Day   
Year

This is your checkout time!

**122**

**124**

**Call Back Times**

First Call Back	
Standard	Custom
<input type="radio"/> 24 Hours	<input type="radio"/> Hrs <input type="text"/> Mins <input type="text"/>
Second Call Back	
<input type="radio"/> 48 Hours	<input type="radio"/> Hrs <input type="text"/> Mins <input type="text"/>
Third Call Back	
<input type="radio"/> 72 Hours	<input type="radio"/> Hrs <input type="text"/> Mins <input type="text"/>

**Description of Agenda**

**104A**

**126**

**128**

Check-out Code:

Verify Check-out Code:

**130**

**132**

**134**

**CHECK IN**

FIG. 8

**HOME** 102

**NEW MEMBERS** 104B

- Membership
- Frequently Asked Questions
- Register New Member
- Check In - First Time

**CURRENT MEMBERS** 104

- Check In
- Check Out
- Itinerary Change
- Example Itineraries 126

**CHECK OUT** 140

Paypal Email: 142

PIC: 144

Check-out Code: 146

Verify Check-out Code: 148

Checkout 150

Reset

FIG. 9